

EX PARTE OF?LATE FILED

01-184

From: Rebecca L. Donison
To: Mike Powell
Date: 3/15/03 2 42PM
Subject: FCC should do more re wireless

ORIGINAL

RECEIVED

MAR 27 2003

Federal Communications Commission
Office of the Secretary

Rebecca L. Donison
1002 SE 102nd Avenue
Vancouver, WA 98664

March 15, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer and as a license owner, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration

Sincerely,

No. of Copies rec'd 0
List ABCDE

Rebecca L. Donison

EX PARTE OR LATE FILED
ORIGINAL

01-184

From: David Torres
To: Mike Powell
Date: 3/15/03 11:34PM
Subject: FCC should do more re: wireless

RE

David Torres
3909 Chemehuevi Blvd
Lake Havasu City, AZ 86406

MAR 27 2003

Federal Communications Commission
Office of the Secretary

March 15, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

11:41 AM 3/15/03 rec'd 0
L. J. ABRAHAM

David M. **Torres**

From: Carl Palmer
To: Mike Powell
Date: 3/17/03 10 17PM
Subject: FCC should do more re wireless

EX PARTE OR LATE FILED

07-184

ORIGINAL RECEIVED

Carl Palmer
7783 Eastside Road
Chincoteague Island, VA 23336-1906

MAR 27 2003

Federal Communications Commission
Office of the Secretary

March 17, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

No. of Copies rec'd 0
Ltr. ATTORNEY

Carl R. Palmer

EX PARTE OR LATE FILED

01-184

From: Carl Palmer
To: Mike Powell
Date: 3/17/03 10 18PM
Subject: FCC should do more re wireless

ORIGINAL RECEIVED

Carl Palmer
7783 Eastside Road
Chincoteague Island, VA 23336-1906

MAR 27 2003

Federal Communications Commission
Office of the Secretary

March 17, 2003

Chair Michael Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. **Left** on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to **use** any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Carl R. Palmer

From: Troy Lister
To: Mike Powell
Date: 3/18/03 7:37PM
Subject: FCC should do more re: wireless

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ORIGINAL

01-184

RECEIVED

MAR 27 2003

Federal Communications Commission
Office of the Secretary

Troy Lister
react@troylister.com
WALNUT CREEK, CA 94596

March 18, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 **use** by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Troy Lister

From: Troy Lister
To: Mike Powell
Date: 3/18/03 7 37PM
Subject: FCC should do more re wireless

EX PARTE OR LATE FILED

ORIGINAL

61-184
RECEIVED

MAR 27 2003

Federal Communications Commission
Office of the Secretary

Troy Lister
react@troylister.com
WALNUT CREEK, CA 94596

March 18, 2003

Chair Michael Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Troy Lister

From: james twomey
To: Mike Powell
Date: 3/25/03 6:06AM
Subject: FCC should do more re: wireless

EX PARTE OR LATE FILED

01-184
ORIGINAL RECEIVED

MAR 27 2003

Federal Communications Commission
Office of the Secretary

james twomey
141 winthrop ct
melbourne, FL 32934-8033

March 25, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

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james Twomey

From: Susan White
To: Mike Powell
Date: 3/25/03 12:44AM
Subject: FCC should do more re: wireless

EX PARTE OF? LATE FILED
ORIGINAL

01-184

RECEIVED

MAR 27 2003

Federal Communications Commission
Office of the Secretary

Susan White
300 Mockingbird Lane #B
South Pasadena. CA 91030

March 25, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. It's different from company to company, but I know that AT&T has not told the truth with respect to their intention of putting in new cell sites in the L.A. area. The service is absolutely pathetic. I have also sent the FCC a copy of a detailed letter of my issues with them.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish. It should be longer than 30 days, because sometimes you cannot tell within that period if a phone service is bad. Also with their new technologies, e.g., gsm. it is not set up for use in L.A. even though AT&T markets the new service and phones.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow

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emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Susan White